

# HP Power Manager 3.1.10 for HP UPSs with USB User Guide



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### **Audience Assumptions**

This guide is intended for individuals requiring information about the management of HP UPSs.

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# Installation

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## Installing the UPS Device

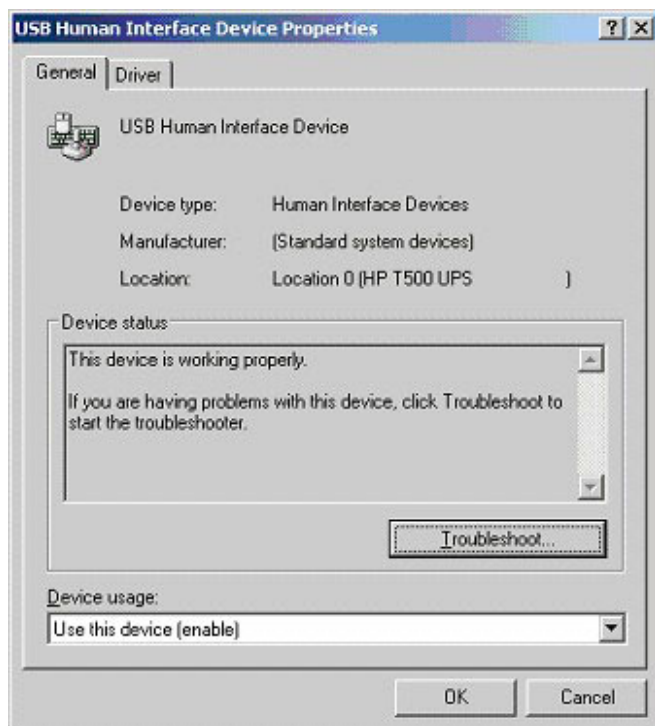
1. Turn on the UPS device.
2. Connect the USB cable from the UPS to the Management Server machine.

**IMPORTANT:** The protected system might not have a graceful shutdown. Verify the load does not exceed the UPS's maximum supported load while the UPS is On Utility. The UPS only detects an overload condition while On Battery.

3. The USB device is automatically detected by the operating system through PnP. If PnP did not detect the UPS device, scan for Hardware Changes from the Device Manager.



4. Verify the UPS device is installed properly. If not, click **Troubleshoot**.



## Installing the Management Server

This release is a Management Server on Windows update only. The latest HPPM 3.1 remote agents are supported.

**NOTE:** For the latest system requirements, refer to the HP Power Manager Product Overview page on the HP website (<http://www.hp.com/products/ups>).

### GUI Method

To install the Management Server on a Windows system using the GUI method:

**NOTE:** Before installing the software, verify the UPS is connected, and the USB device is detected by the operating system.

1. Download the software from the HP Power Manager page on the HP website (<http://www.hp.com/products/ups>).
2. If upgrading from HPPM 3.0 or 3.1, click **Upgrade**. If not, continue to step 3.

**NOTE:** Upgrading does not delete any previous HPPM custom settings. All HPPM custom settings are saved upon running Setup.exe.



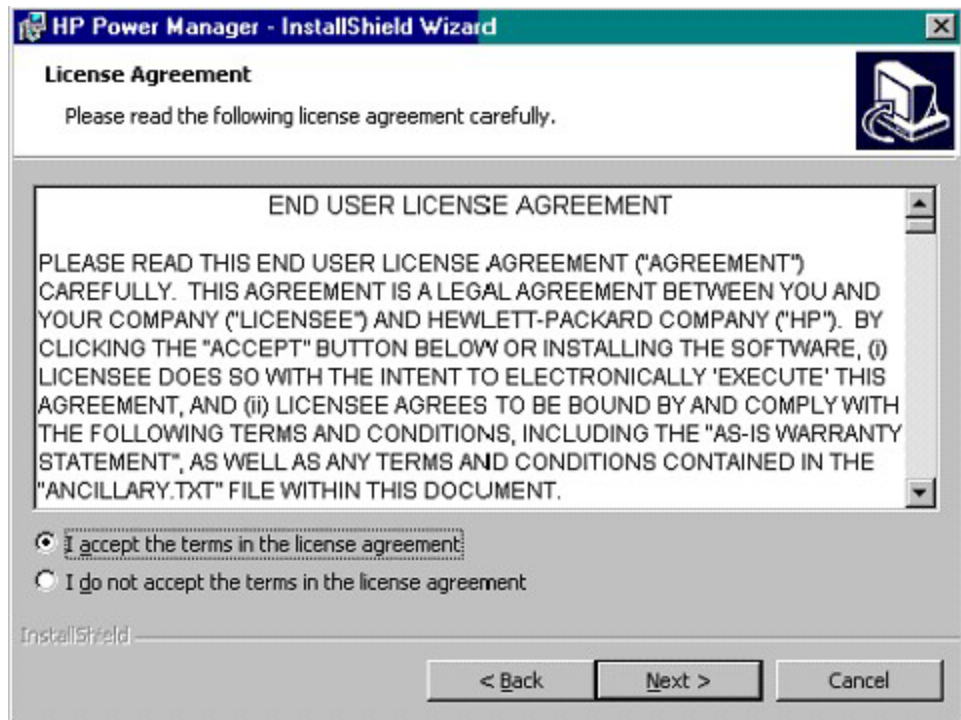
3. Read the introduction and click **Next**.



The **License Agreement** screen appears.



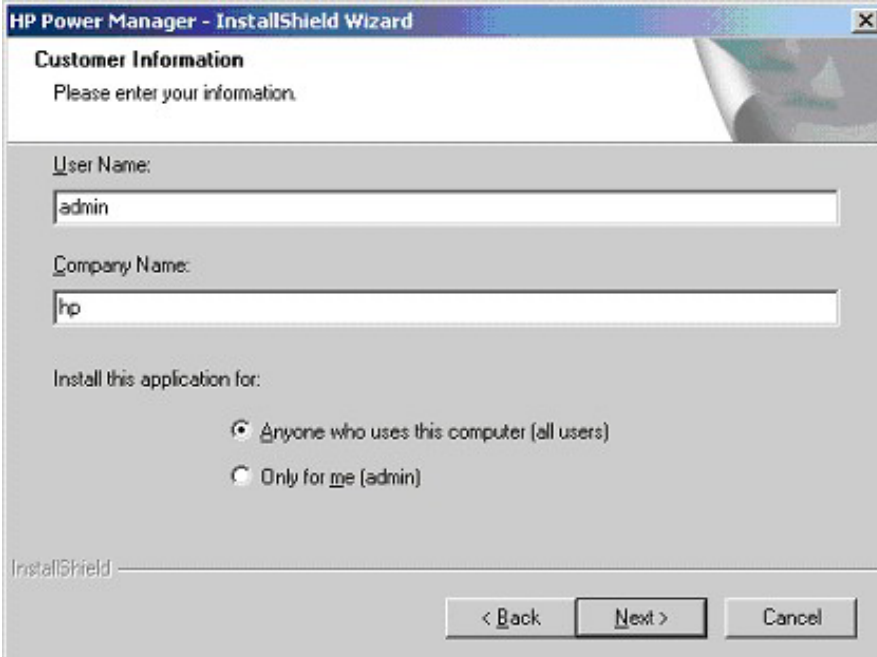
4. Read the license agreement, select **I accept the terms in the license agreement**, and click **Next**.



The **Customer Information** screen appears.

5. Verify or change the customer information, select whether to install for all users (default) or only the current user, and click **Next**.

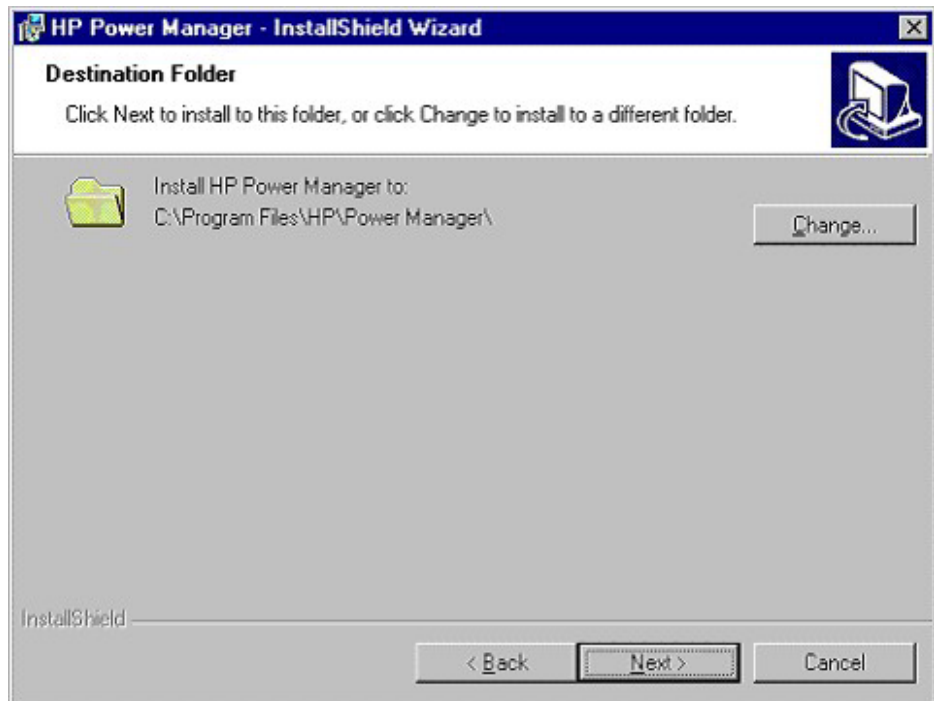
**NOTE:** The default target user for a silent install is "all users." To change the default to "Only for me," edit the Setup.iss file. Search for nvUser=1 line and change the value from 1 to 0.



The screenshot shows a Windows-style dialog box titled "HP Power Manager - InstallShield Wizard". The main heading is "Customer Information" with the instruction "Please enter your information." Below this, there are two text input fields: "User Name:" with the text "admin" and "Company Name:" with the text "hp". Underneath these fields, the text "Install this application for:" is followed by two radio button options: "Anyone who uses this computer (all users)" which is selected, and "Only for me (admin)". At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel". The "InstallShield" logo is visible in the bottom left corner of the dialog area.

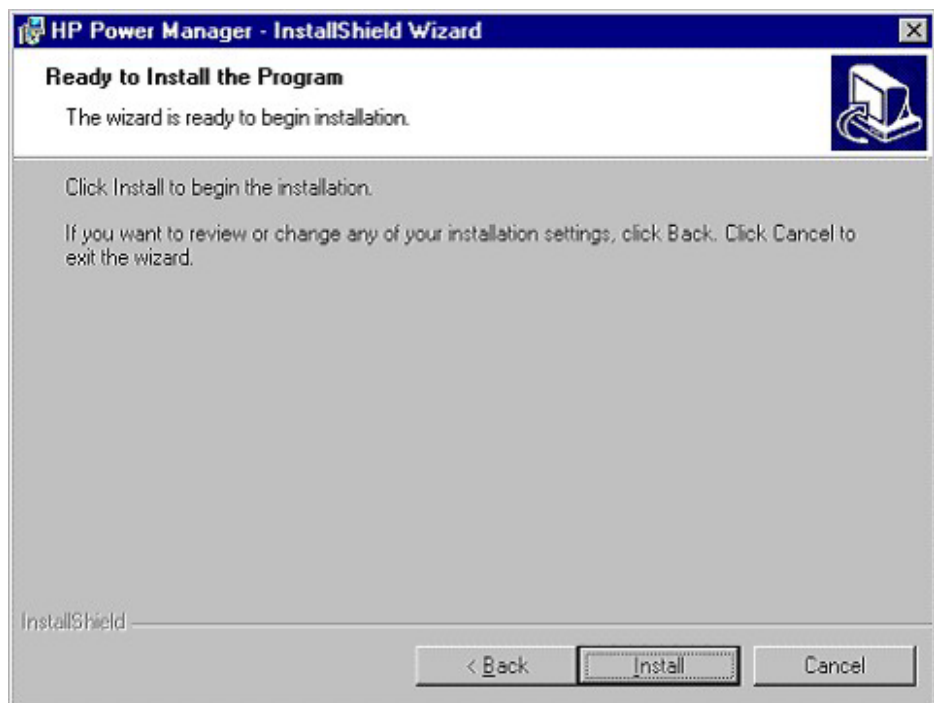
The **Destination Folder** screen appears.

6. Click **Next** to install the Management Server in the default folder that is displayed below the Install HP Power Manager to: field. To specify a different folder, click **Change**, navigate to the appropriate folder, and click **Next**.



The **Ready to Install the Program** screen appears.

7. Click **Install**.



8. Click **Finish** to exit the install wizard. The HPPM configurator starts after a short delay for a fresh installation. If upgrading from HPPM 3.0 or 3.1 with a serially-attached configuration to USB-attached configuration, the HPPM configurator must be started manually by selecting **Configure HP Power Manager** from the HP Power Manager option in the Start All Programs menu.



9. Click **Next** to use the standard HTTP protocol and port for Web browser access to the Management Server.

To use the SSL on the standard port, select **Use SSL to connect to Manager**. To use a non-standard port for browser access, change the value in the **Web Server Port:** field.

Verify the port you specify is not already being used on the same machine where the software is being installed.

Click **Next**.

**IMPORTANT:** The common Web server port is port 80. The default port for SSL is 443. Verify no other Web servers are currently running on these ports or the port that you select. Make note of the port number for future reference. For port configuration limitations, refer to the Troubleshooting section of this guide.



**NOTE:** To reconfigure the Web connection, communications port, or to change to a different UPS, refer to the section, "Reconfiguring Components on Windows Operating Systems," of the HPPM 3.1 user guide.

10. If a USB device is detected, information about the discovered UPS appears.

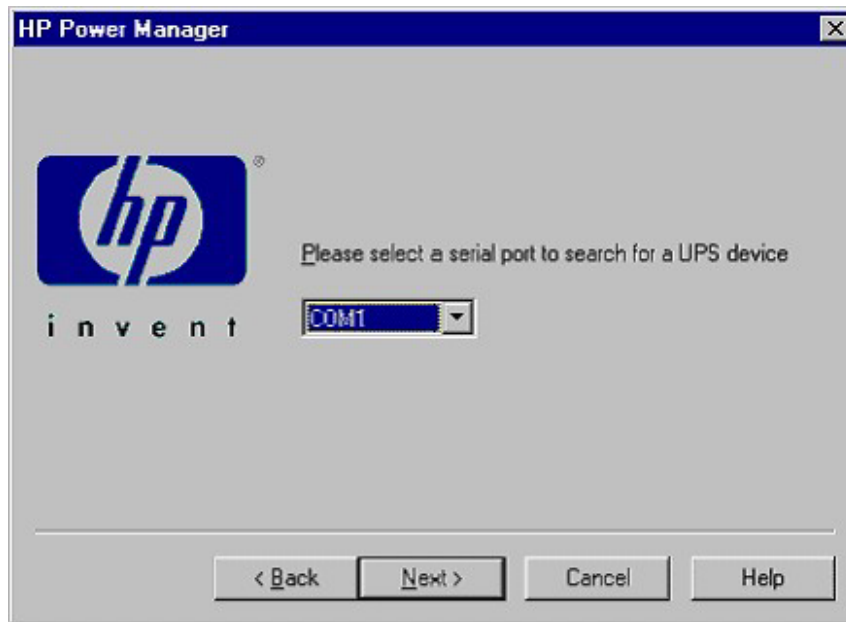
If the information is correct, select **Use this device**. Click **Finish** to close the configurator and return to the install wizard.

If the information is incorrect or no UPS was detected, click **Back** to check your selections.



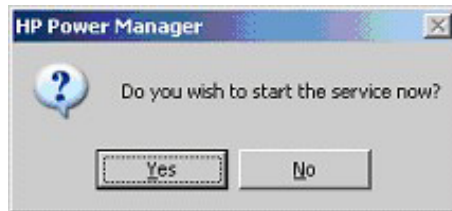
11. If the UPS is serially connected, this screen appears.

Select the USB port that the computer uses to communicate with the UPS.  
Click **Next**.





12. Click **Yes** to start the service. Wait until the tray icon displays a green check mark to begin using the software.



**NOTE:** An icon in the Windows system tray shows the status of the Management Server. It might take a few moments for the icon to change. A green check mark displays if the Management server is communicating with the UPS without errors. If there are problems, the blue hexagon icon displays. Hover over the icon with the mouse pointer, and a tool tip displays a status message. For more information about the system tray icon status messages, refer to the section, "System Tray Icon," of the HPPM 3.1 user guide.

For additional information about using this software, refer to the HPPM 3.1 user guide on the HP Power Manager Product Support Page (<http://www.hp.com/products/ups>).

## Silent Installation/Upgrade Method

To install the Management Server on a Windows system using the silent installation/upgrade method, refer to the HPPM 3.1 user guide on the HP Power Manager Product Support Page (<http://www.hp.com/products/ups>).



# Troubleshooting

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## HPPM Service Will Not Start

### Action:

1. Edit the file %SYSTEMROOT%\system32\drivers\etc\hosts and add the following:  
127.0.0.1 <hostname> where <hostname> is the server name.  
For example: 127.0.0.1 win2kserver
2. The certificate used for SSL might be corrupted. Delete the certificate in the HPPM certs program folder and reconfigure the software to regenerate a new certificate.

## Port Configuration Is Limited

Port configuration is limited to 32767 as the highest, but the software can be manually configured to support 65535.

### Action:

Edit the DevManBE.ini file in the application installation folder and manually change the port number under the Web section to the desired port number equal to or less than 65535. Save the .INI file, and restart the service.

## Cannot Find Option to Uninstall Flash Plug-In

**Action:**

Go to the Flash support site

([http://www.macromedia.com/support/flash/ts/documents/control\\_remove.htm](http://www.macromedia.com/support/flash/ts/documents/control_remove.htm))

to download and run the uninstaller.

## UPS Device Drivers Did Not Install Properly on Windows

**Action:**

Disconnect then reconnect the USB cable to re-initiate the PnP event.

# Acronyms and Abbreviations

**GUI**

graphical user interface

**HPPM**

Hewlett-Packard Power Manager

**PnP**

plug and play

**SSL**

Secure Sockets Layer

**UPS**

uninterruptible power system

**USB**

universal serial bus